



# Joint IOUs Program Highlights

Low Income Oversight Board Meeting  
December 8, 2022

Sacramento, CA  
WebEx

Public

# Program Summary – as of 10/31/2022

## ESA

Homes treated: 57,128  
Annual Energy Savings:

- 20,738,548 kWh
- 959,310 therms

% Expenditure: 59%

## CARE

Enrollment: 1,473,774  
Enrollment Rate: 105%  
Discounts: \$819,312,259  
% Adm. Expenditure: 67%

## FERA

Enrollment: 36,770  
Enrollment Rate: 21%  
Discounts: \$14,672,756  
% Adm. Expenditure: 70%

## Additional Highlights

- PG&E exceeded its annual electric and gas energy savings targets and is on track to meet its targets for homes treated (at 96% of target). Contracts for ESA Main are in place to begin implementation in 2023.
- PG&E has spent 74% of its \$2.5m FERA marketing budget with limited success. PG&E's FERA enrollment continues to hover at 21% (vs its enrollment goal of 40%). In October, PG&E, along with other electric IOUs, met with ED staff to discuss possible pilots to improve enrollment and is currently evaluating options for encouraging FERA uptake.
- ESA Pilot Plus/Deep (PP/PD) began implementation in the second half of 2022. PG&E plans to shift an estimated \$7M in unspent pilot funds from PY 2022 to PY 2023-2025.
- PG&E's SPOC program referred 391 multifamily customers to 34 programs YTD, and 62 referrals were converted to program applications. PG&E's One-Stop Model has supported 48 multifamily customers YTD. PG&E's MF CAM program treated 32 properties YTD and is on track to exceeds its 2022 treatment target of 33 properties.

# Program Summary– as of 10/31/22

## CARE

- Customers Enrolled: 1,192,875
- Enrollment Rate: 93%
- Newly Enrolled Customers: 259,846\*

## FERA

- Customers Enrolled: 25,828
- Enrollment Rate: 12%
- Newly Enrolled Customers: 7,481\*

## ESA

- Homes Treated: 34,966
- Energy Savings: 17.9 GWh
- Unspent Funds Remaining: \$24.86M

## MF CAM

- Properties Treated: 37
- Current Projects: 13
- SCE plans to continue running MF CAM until the Southern Multifamily Whole Building (MFWB) Program is open to participation in 2023.

## Additional Highlights

### ***Tribal***

- SCE tribal liaisons continue to engage tribal leaders to offer mini grants. The Timbisha Shoshone tribe has accepted our offer.

### ***Disconnections/AMP***

- No Disconnections for 2022. Residential credit collection efforts resumed in October 2022
- Conducted AMP Net Energy Metering (NEM) outreach and mailed letters to AMP customers impacted by delayed billing

\*Newly Enrolled Customers count is as of September 2022.



# Program Overview – as of 10/31/22

## CARE

- Customers Enrolled: 354,389
- Enrollment Rate: 122%
- Newly Enrolled Customers: 64,794

## ESA

- Homes Treated: 8,774
- kWh Saved: 915,628
- Therms Saved: 11,931

## MF CAM

- # of Properties: 17
- kWh Saved: 112,717
- Therms Saved: 1,645

## FERA

- Customers Enrolled: 12,161
- Enrollment Rate: 28%
- Newly Enrolled Customers: 1,962

## Additional Highlights

Tribal: Tribes completed ESA Meet & Confer - 12

Disconnections/AMP:

- Disconnections - Zero
- AMP - Number of customers enrolled: 15,051
- AMP - Total amount forgiven: \$12.2M

# Program Summary– as of 10/31/22

## CARE

- Customers Enrolled: 1,776,312
- Enrollment Rate: 110%
- Newly Enrolled Customers: 266,977

## ESA Program

- Homes Treated: 81,678
- Therms Saved: 553,748
- Unspent Funds Remaining: \$36.64 M

## MF CAM

- Central Boiler Projects: 22
- Impact: 16 bldgs., 2,213 units, 5,500+ tenants
- Therms Saved: 97,443

## Additional Highlights

### Tribal

- Finalized contract with Tribal Consultant to help roll out outreach strategy and identifying non-federally recognized tribes, and scheduling meetings with Tribes.
- Meetings regarding grants scheduled in November with four Tribes.

### Disconnections/AMP

- 110,085 customers enrolled in AMP (as of 10/31/22). Disconnections to resume in Q2 2023.



# Joint IOUs Energy Savings Assistance Program Solicitations & Contractor Funding

Low Income Oversight Board Meeting  
December 8, 2022

Sacramento, CA  
WebEx

Public

# ESA Programs Joint IOUs Solicitations Schedule

- A Joint IOU Energy Savings Assistance (ESA) Program Solicitation Schedule has been developed and posted to the California Energy Efficiency Coordinating Committee (CAEECC) website and the ESA Program Solicitation landing pages of each IOU.

CAEECC-ESA Program: [www.caecc.org/energy-savings-assist-programs](http://www.caecc.org/energy-savings-assist-programs)

SCE: <https://www.sce.com/partners/ESA-solicitations>

SoCalGas: <https://www.socalgas.com/regulatory/energy-savings-assistance-program>

PG&E: [Solicitations for PG&E Energy Savings Assistance Programs](#)

SDG&E: <https://www.sdge.com/energy-savings-assistance-programs-solicitations>

- The schedule includes key milestones across all IOUs ESA Program solicitations.
- Please use the links to check for monthly updates to help facilitate transparency and assist with bidder workload management.
- The Joint IOUs Solicitations Schedule is updated/posted on or by the 1<sup>st</sup> of every month. Any date changes are noted at the bottom of the schedule.

Energy Savings Assistance Program Solicitation Schedule ALL DATES ARE SUBJECT TO CHANGE	November				December				2024 Calendar					
	11/07	11/14	11/21	11/28	12/05	12/12	12/19	12/26	1/2	1/9	1/16	1/23		
Regulatory Requirements Ordering Paragraphs of DUC Decision (D-22-08-022)***														
Joint IOU Events														
SDG&E	Main ESA (Res/Flt) Program			Contract Awards and Insurance/Program Launch			Program Ramp Up			Open to Participation (1/1/24)				
	ESA Equipment Vendor			Contract Awards and Insurance/Program Launch			Program Ramp Up			Open to Participation (1/1/24)				
	ESA Inspection			Contract Awards and Insurance/Program Launch			Program Ramp Up			Open to Participation (1/1/24)				
	Building Electrification Pilot						Open to Participation (Finalist)							
	Clean Energy Home Pilot						Open to Participation (Finalist)							
	ESA Plus/Deep Implementation Pilot (SCE/SDG&E)**	Open to Participation (1/9)												
	ESA Plus/Deep Evaluation Pilot (SCE/SDG&E)**	Open to Participation (1/9)												
	Building Electrification and Clean Energy Home Pilot Evaluation							Open to Participation (Finalist (1st Qtr 2024))						
	Interactive Energy Education Note: This timeline is preliminary and subject to change based on future program needs being identified.										Open to Participation (Finalist (1/1/24))			
	ESA Systems Note: This timeline is preliminary and subject to change based on future program needs being identified.										Open to Participation (Finalist (1/1/24))			
SoCalGas	Main ESA (Res/Flt) Program (1st Step of new single-family in-home services)											Program Ramp up		
	Customer Experience Technology Platform and Customer Online Self-Service											Contract Negotiations		
PG&E	Main ESA (Res/Flt) Program													
	Multi-Family Whole Building Program		Contract Awards/Insurance**		1st Solicitation (1/1/24)							ED Review of Advice Letter		
	Separable Multi-Family Central Panel				System Launch (1/1/24)									
	Sub Materials		Contract Awards and Insurance/Program Launch				Program Ramp Up			Open to Participation				
SCE	ESA Pilot Plus/Flt Deep													
	Main ESA (Res/Flt) Program		Contract Awards and Insurance/Program Launch				Program Ramp Up			Open to Participation (1/1/24)				
	Main ESA (Res/Flt) Program/HAC and Water Heater Repair and Replacement***											MP Release and Bidder Development		
	ESA Plus/Deep Pilot													
	ESA Plus/Deep Pilot 2.0											MP Release (1/24/24) and Bidder Development (1st Qtr 1/24/24)		
PG&E	Multi-Family Whole Building Program			Finalist Letter Submission (1/1/24)								ED Review of Advice Letter		
	IT Solutions													

# Energy Savings Assistance Program

## Update on ESA Contractor Funding (Jan-Oct 2022)

Utility	Funding Issue	Impact
PG&E	PG&E increased contractor funding by \$27M to begin 2022 in order to provide a glide path into the new cycle. PG&E doesn't expect material change to its PY 2023 budget for ESA Main.	2022 is a transition year; PG&E's budget allocation is consistent with supporting this transition equitably between the existing and new contractors.
SCE	2022 budget is fully committed. Attributed to carryover enrollments from year to year. Remaining budget is sufficient to cover existing ESA Core enrolled customers.	To mitigate overspending, SCE suspended enrollments and adopted a waitlist strategy. SCE is currently pulling from its waitlist
SDG&E	No contractor funding issues	None
SoCalGas	No contractor funding issues	None





# Joint IOUs Report of the CARE, FERA and ESA Programs

Low Income Oversight Board Meeting  
December 8, 2022

Sacramento, CA  
WebEx

# CARE Program

PU Code Section 739.1(a) requires the CPUC to establish a program of assistance to low-income electric and gas customers with annual household incomes that are no greater than 200 percent of the federal poverty guideline levels.

## Jan-Oct 2022 CARE Program Updates\*

Authorized 2022 Program Budgets and Expenditures				
Utility	2022 Budget	Expenditures	%	Rate Discounts
PG&E	\$13,760,000	\$9,273,006	67%	\$819,312,259
SCE	\$8,822,256	\$6,088,636	69%	\$574,920,938
SDG&E	\$6,741,045	\$4,383,805	65%	\$191,509,788
SoCalGas	\$10,085,592	\$6,927,447	69%	\$157,603,060
<b>Total</b>	<b>\$39,408,893</b>	<b>\$26,672,894</b>		<b>\$1,743,346,045</b>

Jan-Oct 2022 Enrollment						
Utility	Total Residential Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled**	Enrollment Rate	Newly Enrolled Customers
PG&E	5,641,365	1,401,702	25%	1,473,774	105%	184,056
SCE	4,835,549	1,276,922	26%	1,192,875	93%	259,846***
SDG&E	1,389,874	289,316	21%	354,389	122%	64,794
SoCalGas	5,722,418	1,609,992	28%	1,776,312	110%	266,977
<b>Total</b>	<b>17,589,206</b>	<b>4,577,932</b>		<b>4,797,350</b>		<b>775,673</b>

\* Authorized budgets pursuant to Decision (D.)21-06-015. Jan-Oct 2022 as reported in the IOU ESA-CARE-FERA Monthly Report filed November 21, 2022.

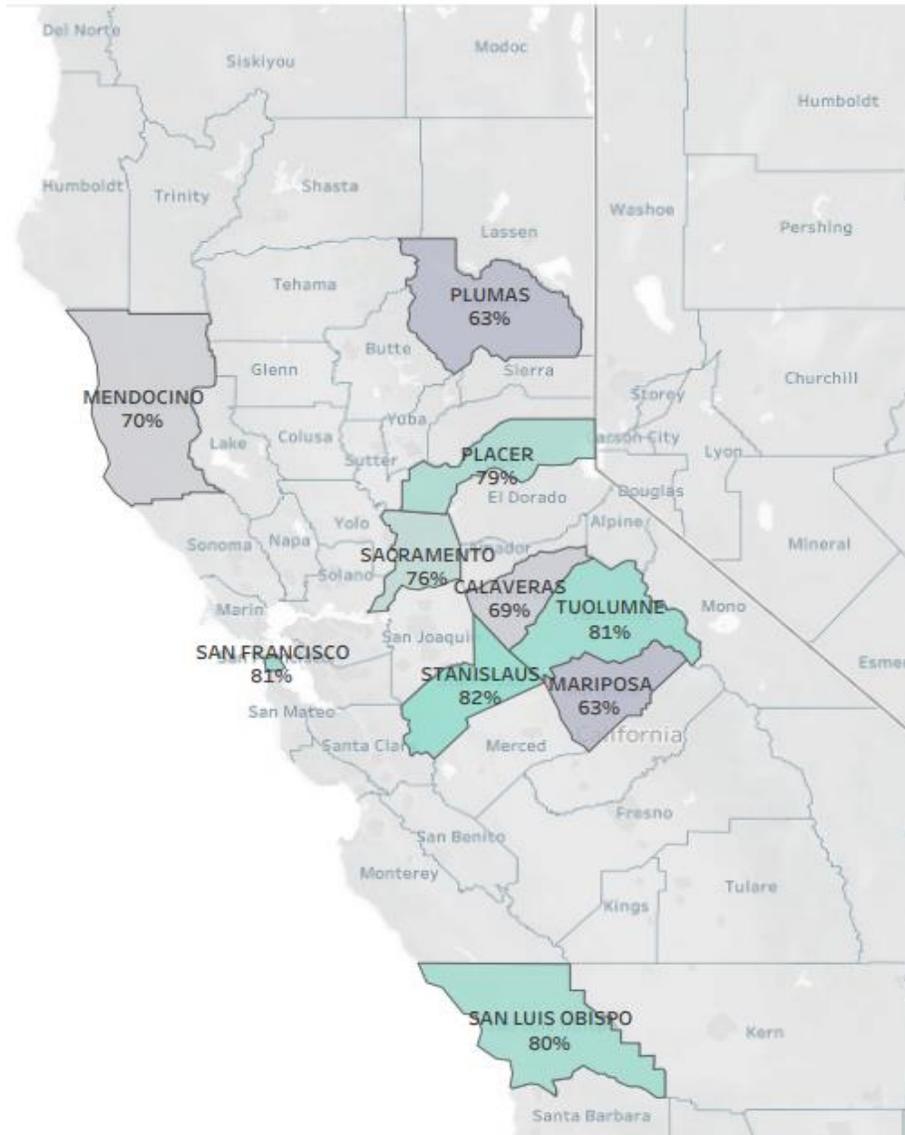
\*\* Total households enrolled includes sub-metered households.

\*\*\* Newly Enrolled Customers count is as of September 2022.



# CARE Program *CARE Enrollment map*

## PG&E



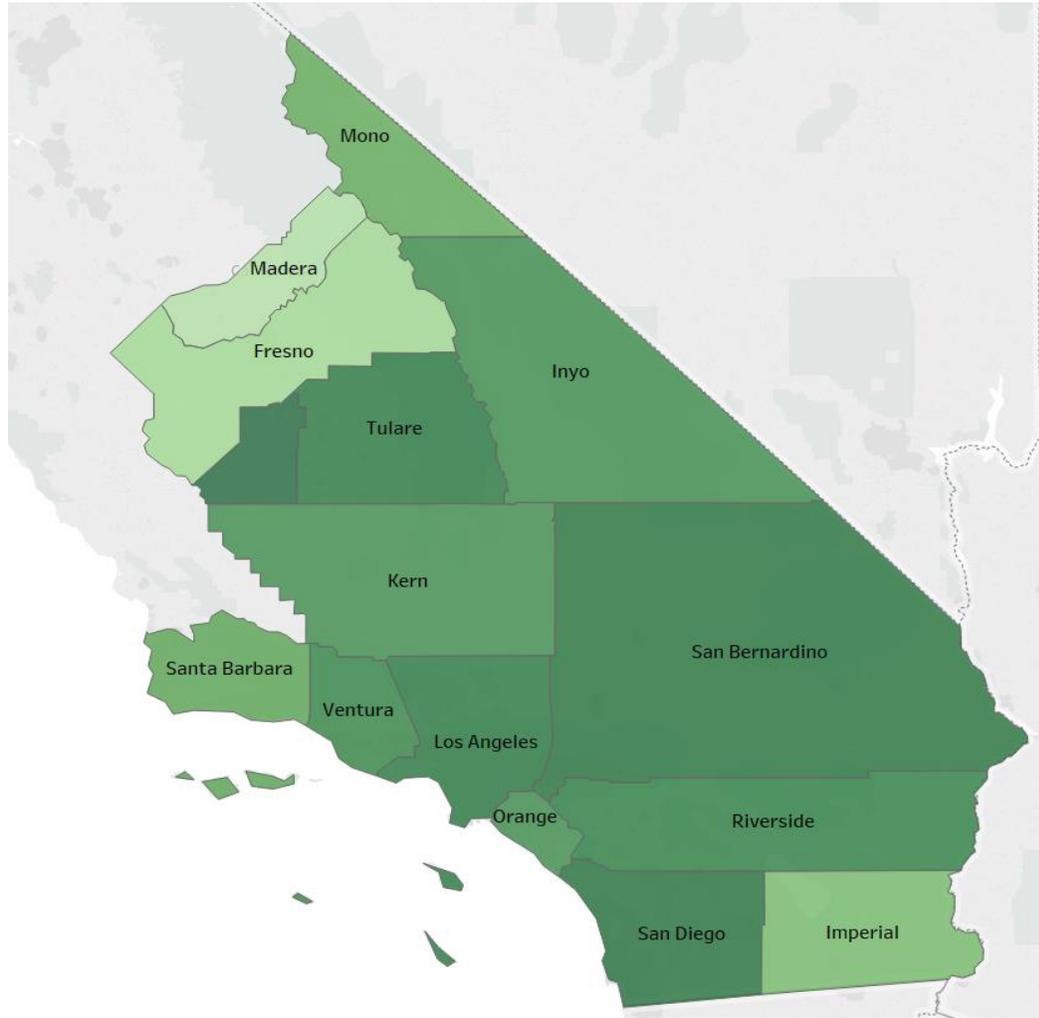
PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
PLUMAS	63%
MARIPOSA	63%
CALAVERAS	69%
MENDOCINO	70%
SACRAMENTO	76%
PLACER	79%
SAN LUIS OBISPO	80%
SAN FRANCISCO	81%
TUOLUMNE	81%
STANISLAUS	82%

\*Represents PG&E counties with the lowest enrollment rates, as of October 31, 2022.

\*Excludes counties with less than 1,000 estimated eligible households

# CARE Program *CARE Enrollment map*

## SCE



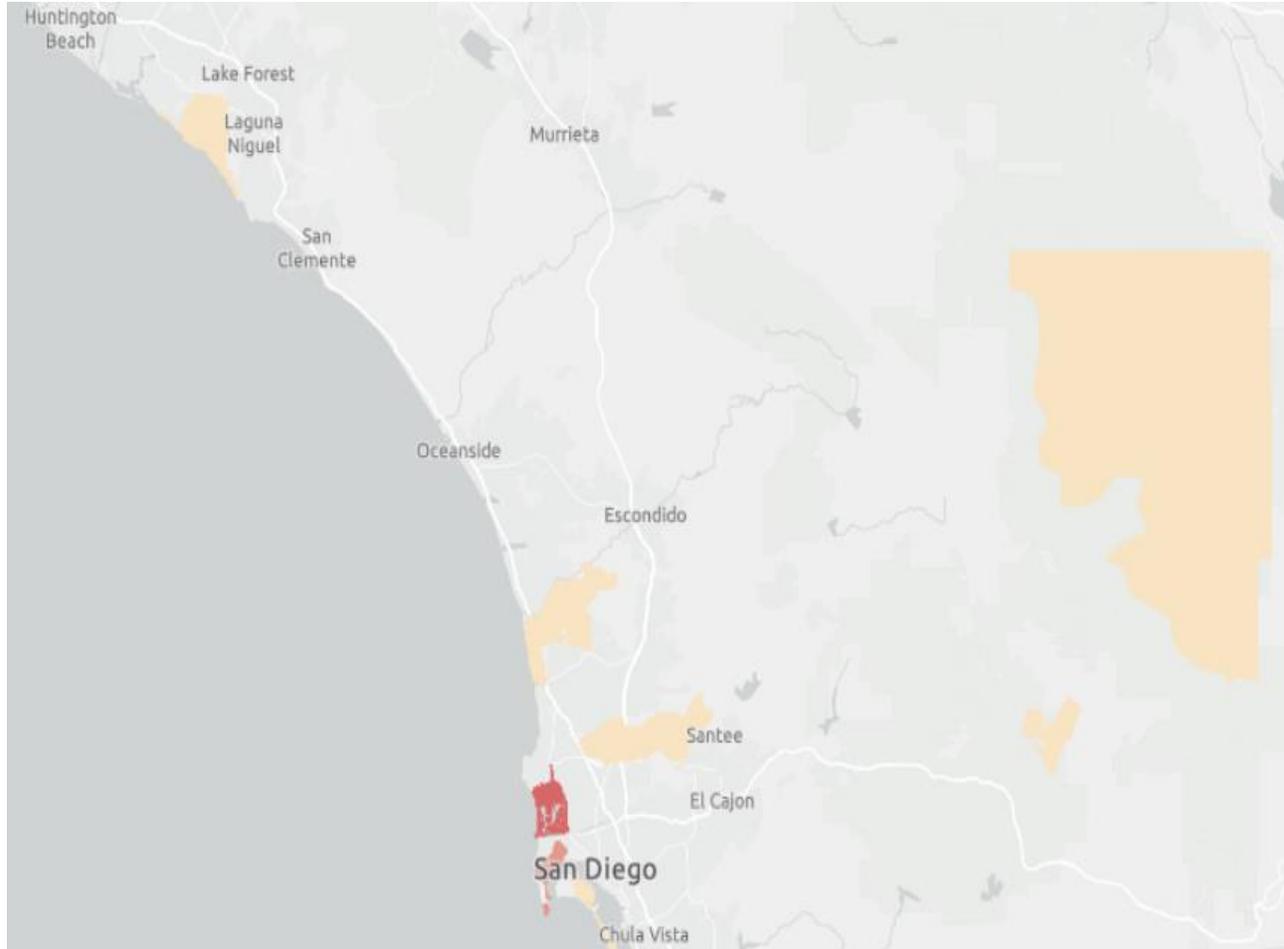
County	Enrollment Rate*
Kings	111%
Riverside	110%
Tulare	104%
Los Angeles	97%
San Bernadino	93%
Ventura	81%
Orange	79%
Kern	72%
Inyo	70%
Santa Barbara	62%
Mono	33%

\*Represents the enrollment rates for all SCE counties effective Oct 31, 2022 and excludes counties with less than 1,000 estimated eligible households

# CARE Program *CARE Enrollment map*



## SDG&E



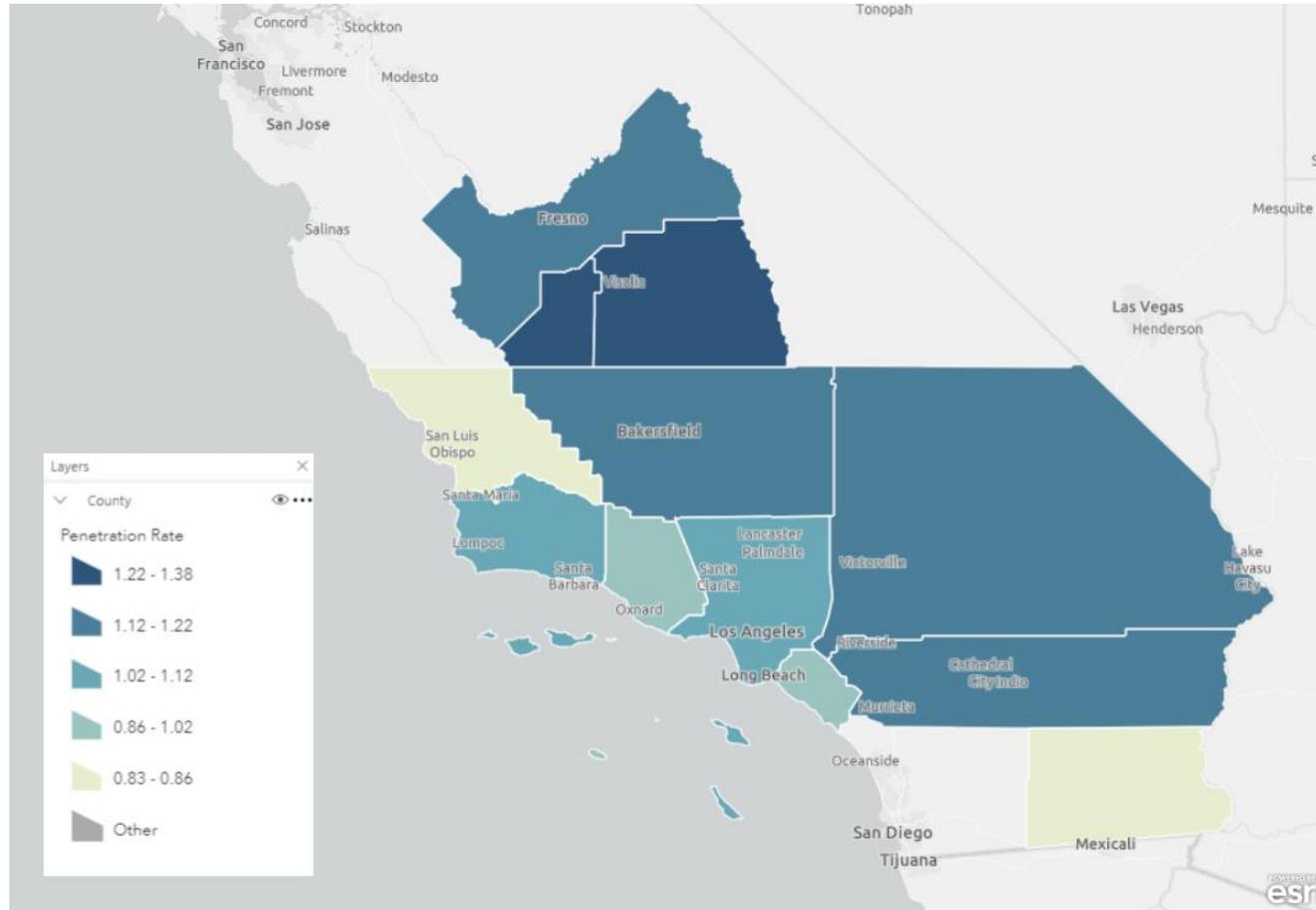
Zip codes with lowest enrollment (overall)	
City	Enrollment Rate
Miramar	11%
Rancho Santa Fe	13%
Mount Laguna	21%
Coronado	34%
Laguna Beach	38%
Del Mar	51%
Solana Beach	60%
San Diego (Loma Portal)	61%
San Diego (Pacific Beach)	63%
Borrego Springs	71%

\*Represents SDG&E zip codes with the lowest enrollment rates, October 31, 2022.

# CARE Program *CARE Enrollment map*



SoCalGas



County	Enrollment Rate *
Kings	138%
Tulare	139%
San Bernardino	123%
Fresno	118%
Kern	119%
Riverside	119%
Santa Barbara	111%
Los Angeles	108%
Ventura	101%
Orange	97%
Imperial	85%
San Luis Obispo	81%

\*Represents the enrollment rates for all SoCalGas counties effective July 31, 2022, as reported in the IOU ESA-CARE Monthly Report (Filed August 22, 2022).

# FERA Program

## Jan-Oct 2022 FERA Program Updates\*

Authorized 2022 Program Budgets Expenditures				
Utility	2022 Budget	Expenditures	%	Rate Discounts
PG&E	\$2,794,400	\$1,962,092	70%	\$14,672,756
SCE	\$1,286,280	\$796,687	62%	\$9,894,715
SDG&E	\$703,150	\$233,231	33%	\$3,992,094
<b>Total</b>	<b>\$4,783,830</b>	<b>\$2,992,010</b>		<b>\$28,559,565</b>

Jan-Oct 2022 Enrollment						
Utility	Total Residential Electric Customers	Estimated Eligible Customers	Eligible Rate	Customers Enrolled	Enrollment Rate	Newly Enrolled Customers
PG&E**	4,802,843	174,219	4%	36,770	21%	10,923
SCE	4,835,549	221,674	5%	25,828	12%	7,481***
SDG&E	1,389,874	43,709	3%	12,161	28%	1,962
<b>Total</b>	<b>11,028,266</b>	<b>439,602</b>		<b>74,759</b>		<b>20,366</b>

\* Authorized budgets pursuant to D.21-06-015. Jan-Oct 2022 as reported in the IOU ESA-CARE-FERA Monthly Report filed November 21, 2022.

\*\* Despite expending 74% of its marketing and outreach budget, PG&E enrollment rate is forecasted to fall short of the 40% goal.

\*\*\* Newly Enrolled Customers count is as of September 2022.

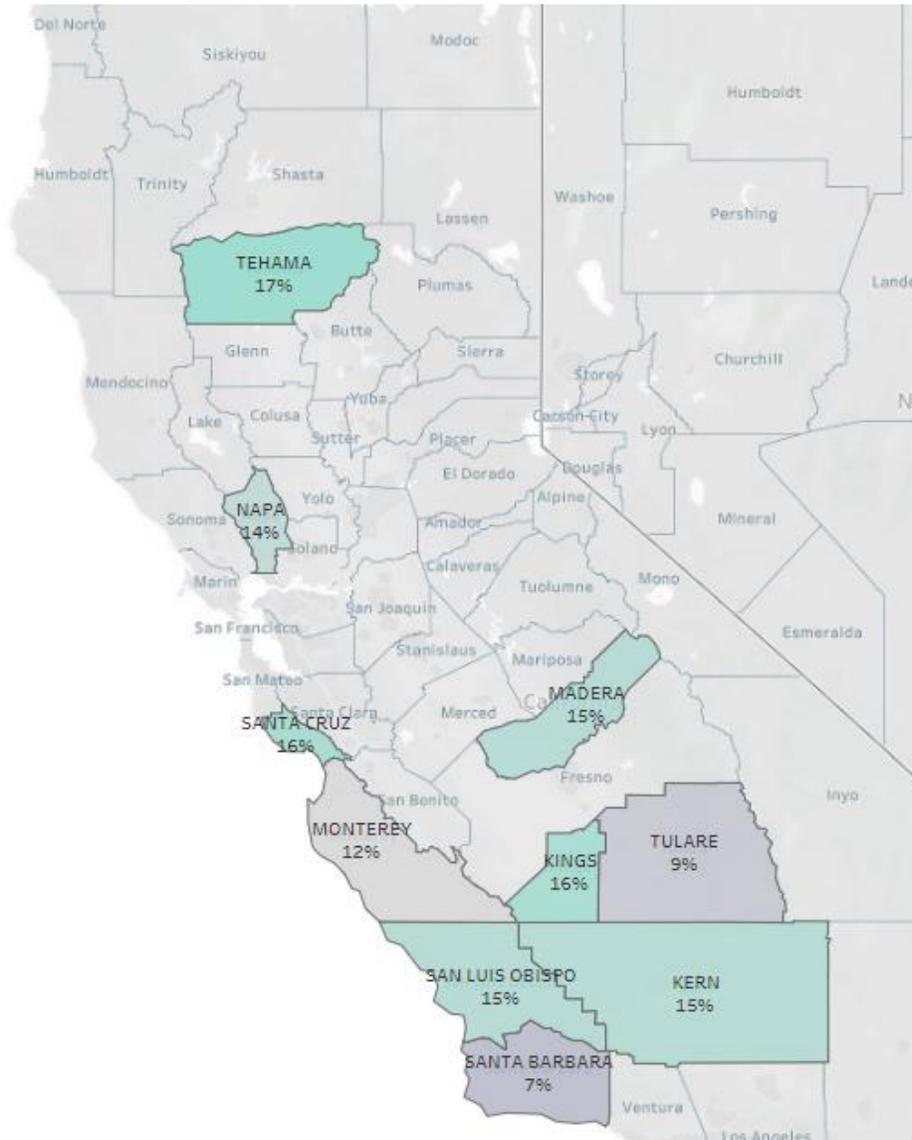


Public



# FERA Program *FERA Enrollment map*

## PG&E



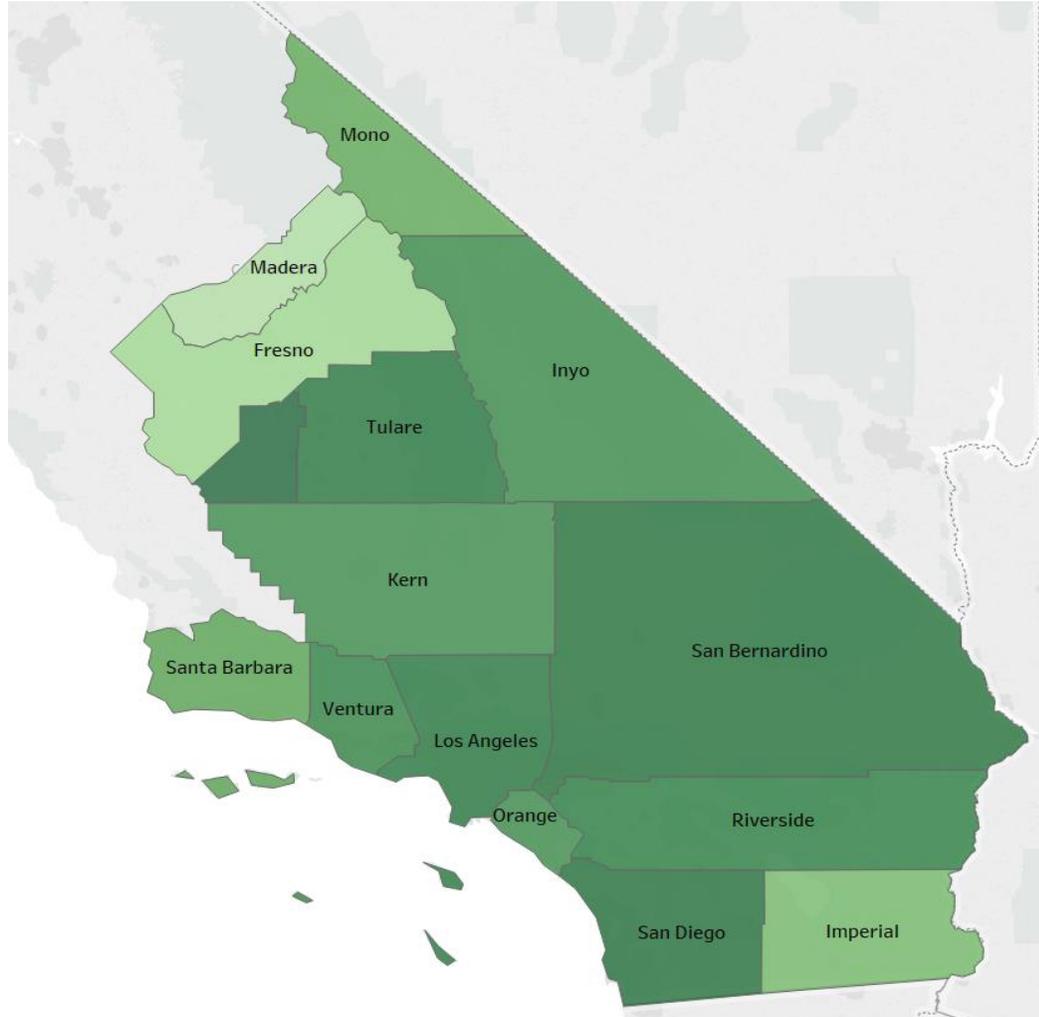
PG&E Counties With Lowest Enrollment Rates	
County	Enrollment Rate*
SANTA BARBARA	7%
TULARE	9%
MONTEREY	12%
NAPA	14%
MADERA	15%
SAN LUIS OBISPO	15%
KERN	15%
KINGS	16%
SANTA CRUZ	16%
TEHAMA	17%

\*Represents PG&E counties with the lowest enrollment rates, as of October 31, 2022.

\*Excludes counties with less than 1,000 estimated eligible households

# FERA Program *FERA Enrollment map*

## SCE



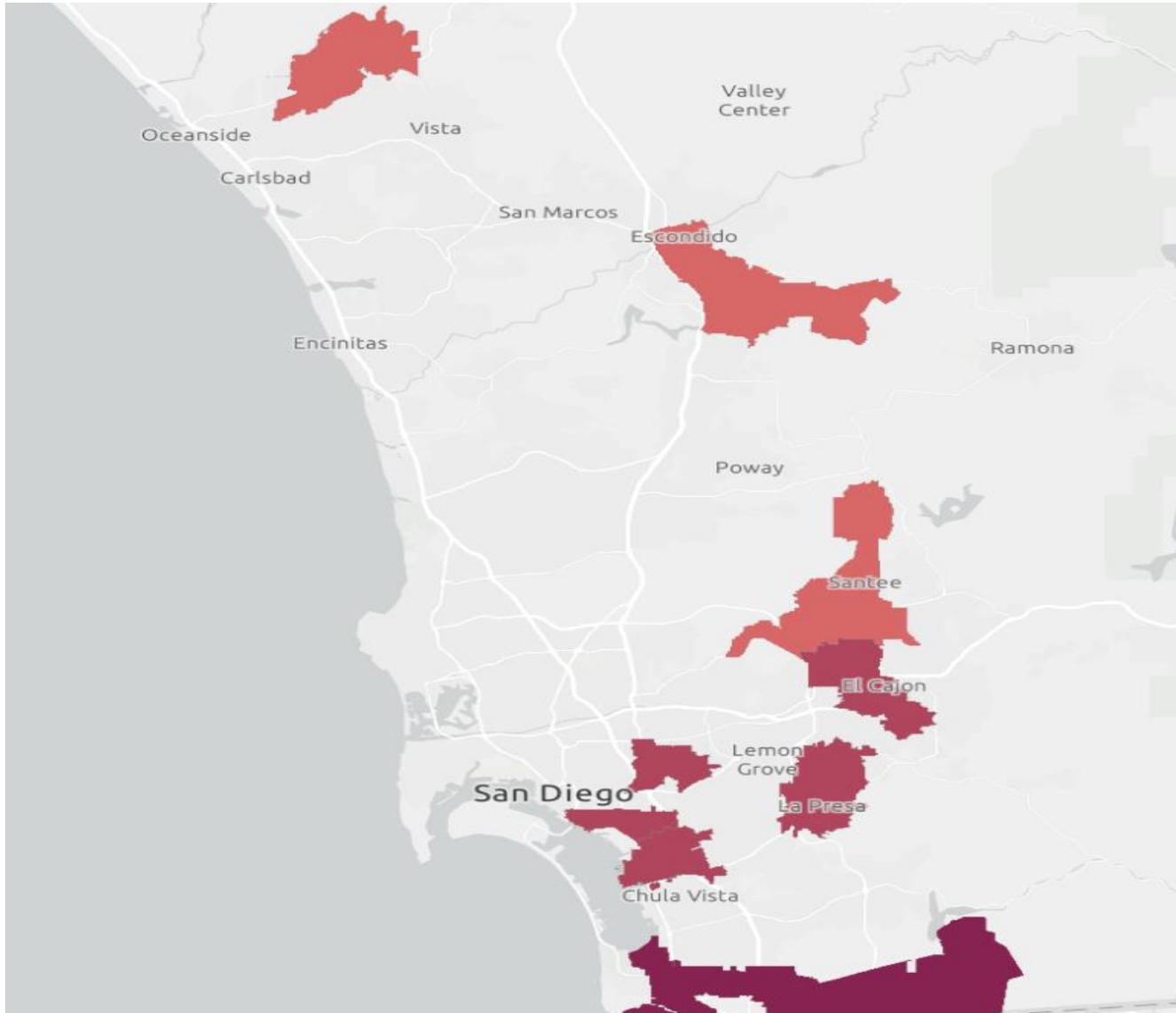
County	Enrollment Rate*
Riverside	14%
Orange	13%
San Bernadino	12%
Los Angeles	11%
Kern	10%
Kings	10%
Tulare	10%
Ventura	10%
Santa Barbara	8%

\*Represents the enrollment rates for all SCE counties effective October 31, 2022 and excludes counties with less than 1,000 estimated eligible households

# FERA Program *FERA Enrollment map*



## SDG&E



Public

Zip codes with lowest enrollment (overall)	
City	Enrollment Rate
San Diego (College Area)	21%
Oceanside	23%
Escondido	23%
San Ysidro	29%
National City	29%
San Diego (southeast)	30%
Spring Valley	32%
San Diego (south bay)	33%
El Cajon	41%
Santee	44%

\*Represents SDG&E zip codes with the lowest enrollment rates, October 31, 2022.

# Energy Savings Assistance Program

PU Code Section 2790 requires the CPUC to provide energy efficiency services to qualifying low-income households. This program provides energy efficiency services such as weather stripping, insulation, and appliance upgrades to help these Californians better manage their energy bills.

## 2022 ESA Program Budget Updates (Jan-Oct 2022) \*

Utility	Authorized Budget <sup>1</sup>	YTD Expenditures <sup>2</sup>	%
PG&E	\$180,979,812	\$107,350,877	59%
SCE <sup>4</sup>	\$75,300,964	\$51,019,168	68%
SDG&E	\$27,432,330	\$11,905,034	43%
SoCalGas	\$116,291,772	\$79,637,620	68%
<b>Total</b>	<b>\$400,004,878</b>	<b>\$249,912,699</b>	<b>62%</b>

\* Jan-Oct 2022 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed November 21, 2022.

<sup>1</sup> Authorized budgets pursuant to D.21-06-015. Jan-Oct 2022 as reported in the IOU ESA-CARE-FERA Monthly Report filed November 21, 2022.

<sup>2</sup> Expenditures are the sum of amounts shown in each IOU's ESA-CARE-FERA Monthly Report, ESA Table 1, Table 1A and/or Table 2B.

<sup>3</sup> ESA Pilot Plus/Deep: PG&E plans to shift approximately \$7M in unspent 2022 pilot funds into program years 2023, 2024 and 2025.

<sup>4</sup> Includes shift of \$14.7 in unspent uncommitted funds to supplement 2022 ESA program budget approved in AL 4702-E-A.



# Energy Savings Assistance Program

## 2022 Energy Savings Targets (Jan-Oct 2022)

2022 Annual Savings for YTD Treatment <sup>1</sup>			Estimated Annual HH Usage for HH Treated YTD <sup>2</sup>		Savings as % of Average HH Usage		Annual Program Savings Goal <sup>3</sup>	
Utility	kWh	therms	kWh	therms	kWh	therms	kWh	therms
PG&E	20,738,548	959,310	364,019,616	19,126,454	5.7%	5.0%	15,093,167	629,105
SCE	17,897,548	N/A	221,863,063	N/A	8.1%	N/A	18,788,420	N/A
SDG&E	915,628	11,931	38,535,408	2,126,818	2.4%	0.6%	2,955,161	127,171
SoCalGas	N/A	553,748	N/A	26,581,288	N/A	2.1%	N/A	1,435,220
<b>TOTAL</b>	<b>38,985,329</b>	<b>1,524,989</b>	<b>624,418,087</b>	<b>47,834,560</b>			<b>36,836,748</b>	<b>2,191,496</b>

<sup>1</sup> Jan-Oct 2022 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed November 21, 2022.

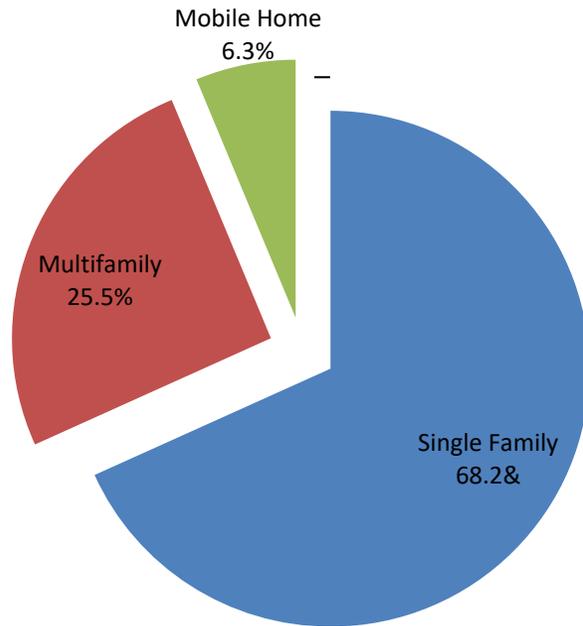
<sup>2</sup> Derived from average CARE Customers Usage for PY 2021 (Annual Report CARE Table 9) multiplied by January 1- October 31, 2022 homes treated and annualized.

<sup>3</sup> Per Attachment 1 of D.21-06-015. Includes ESA Program (SF, MH, MF In unit) and MF CAM.



# Energy Savings Assistance Program

SW Participation By Type



2022 Households Treated (Jan-Oct 2022)

2022 Households Treated <sup>1</sup>				
Utility	Est. HH Treated Target	Total	Total as % of 2022 Treated	Total as % of Eligible ESA HH <sup>2</sup>
PG&E	59,340	57,128	96%	3.13%
SCE	27,051	34,966	129%	2.80%
SDG&E	13,760	8,774	64%	2.35%
SoCalGas	94,600	81,678	86%	3.5%
<b>Total</b>	<b>194,751</b>	<b>182,546</b>		

<sup>1</sup> Jan-Oct2022 activity as reported in the IOU ESA-CARE-FERA Monthly Reports filed November 21, 2022.

<sup>2</sup> As of 7/1/22, Athens estimate of IOU residential customers estimated eligible for ESA at 250% of FPL; updated annually in February.



# Energy Savings Assistance Program

## Jan-Oct 2022 MULTIFAMILY UPDATES

**SPOC:** All IOUs have SPOC facilitation at this time. SPOC continues to leverage with other utility program offerings.

- **PG&E:** As of October 2022, PG&E's SPOC program has referred 391 multifamily customers to 34 programs YTD, and 62 referrals have been converted to program applications. PG&E's One-Stop Model has supported 48 multifamily customers YTD.
- **SCE:** For 2022, SCE has been authorized to spend \$1,800,000 for MF CAM. SCE has 13 projects in progress and continues to accept new projects. We expect to exhaust all funding by the end of the year. SCE will continue running MF CAM until the Southern Multifamily Whole Building (MFWB) Program is open to participation in 2023.
- **SDG&E:** As of October, SDG&E's SPOC has conducted 121 referrals across SDG&E's multifamily programs.
- **SoCalGas:** Through October 31, 2022, the ESA CAM SPOCs continue deliver viable CAM projects. Customer participation in the program is increasing and it is anticipated that Project Homekey sites will begin to increase due to additional State funding. SoCalGas forecasts that ESA CAM projects will exceed its 2022 CAM goal by year end. Funding is on-target based on the carry-over funds available from the prior cycle.

**Common Areas:** All IOUs continue implementing their Common Area Measures Initiative Implementation Plans in 2022.

- **PG&E:** In October 2022, PG&E's ESA MF CAM program treated 95 buildings and four properties with 77,623kWh and 11,942 therm saved, bringing the YTD properties treated to 32. PG&E is on track to exceeds its 2022 treatment target of 33 properties. As of October 2022, PG&E has 14 projects in the pipeline that are expected to be treated by the end of the year.
- **SCE:** As of October 2022: Deed Restricted: In progress – 13 Whole Building, 1 Common Area, 1 In-Unit. Deed Restricted: Completed – 37 Whole Building, 24 Common Area, 25 in-unit. Market Rate: In progress – 0 in-unit. Market Rate: Completed – 34 in-unit.
- **SDG&E:** As of October 2022, SDG&E's ESA Program MF CAM implementer continued targeted marketing to potential ESA MF CAM properties, including re-syndication projects in SDG&E's service territory. SDG&E successfully treated 17 properties, benefiting 114 buildings and 1,080 MF Tenant units.
- **SoCalGas:** As of October 31, 2022, SoCalGas has completed 22 central boiler projects. These projects have impacted 2,213 units, 28 buildings, and improved the health, safety, and comfort of over 5,500 tenants. These projects have annual therm savings of 97,443. In additional, there are currently 16 active CAM projects in various stages of completion.

## ENERGY EDUCATION

The IOUs will collectively work on developing utility neutral online education. The existing Energy Education Resource Guide will be used until revised materials are approve and implemented in 2023.

# Tribal Community Outreach Update



Compliance/Outreach Activities as of October 2022	Successes/Challenges
<ul style="list-style-type: none"><li>• In September 2022, PG&amp;E awarded its first Tribal Outreach Grant to the Tejon Tribe — the grant provides funding to the tribe to support their efforts to educate and inform tribal members about ESA and other relevant programs and services to encourage tribal members' enrollment and participation.</li><li>• In October 2022, PG&amp;E invited Tribes, TANF and Tribal Housing Authority staff to a meeting to provide feedback on the Tribal Outreach Grant Program. This invitation was sent to 62 Federally Recognized tribes, 40 Non-Federally Recognized tribes, 30 Tribal Housing Authority Offices, and eight TANF agencies. A total of 16 tribal staff members responded to the meeting request and provided input on recommended changes for the Tribal Grant Program.</li></ul>	<ul style="list-style-type: none"><li>• PG&amp;E continues its efforts to work directly with Tribes, TANF and Tribal Housing Authority staff to better understand the varying needs of the tribal communities so PG&amp;E can improve its program delivery to tribal communities.</li><li>• PG&amp;E looks forward to evaluating the feedback received and implementing improvements in response for the 2023 Tribal Outreach Grant program.</li></ul>

# Tribal Community Outreach Update



Outreach Activities	Number of Participating Tribes*
Tribes completed ESA Meet & Confer	9
Tribes requested outreach materials or applications	1
Tribes who have not accepted offer to Meet and Confer	0
Non-Federally Recognized Tribes who participated in Meet & Confer	0
Tribes and Housing Authority sites involved in Focused Project/ESA	1
Partnership offer on Tribal Lands	102
Housing Authority and Tribal Temporary Assistance for Needy Families (TANF) office who received outreach (this includes email, U.S. mail, and/or phone calls)	38
Housing Authority and TANF offices who participated in Meet and Confer	4

\* A list of tribes and tribal organizations are identified in ESA Table 9 of PG&E’s monthly program report. The information is aggregated for this presentation for readability.

# Tribal Community Outreach Update



Energy Savings Assistance Program Table 7 - Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions \*\*

Pacific Gas and Electric Company

Through October 31, 2022

ESA Main (SF, MH, MF in-unit)											
Customer Segments	# of Households Eligible [1]	# of Households Treated [2]	Enrollment Rate = (C/B)	# of Households Contacted [3]	Rate of Uptake = (C/E) [19]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measures) [4]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only) [5]	Avg. Peak Demand Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures) [4]	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only) [5]	Avg. Cost Per Treated Households
Tribal [20]	1,967	2	0%	3	67%	545.13	545.13	0.07	3.82	3.82	\$ 2,176

Note: This data currently only captures tribal households located on federally-recognized tribes whose trust lands are identified in the Bureau of Indian Affairs. The data does not include ESA customers who are members of non federally-recognized tribes or households that self-identified as Native American. PG&E plans to incorporate self-reported information into this reporting in 2023.

# Tribal Community Outreach Update

Outreach Activities	SUCSESSES & CHALLENGES
<ul style="list-style-type: none"> <li>• The activities are in accordance with D.21-06-015.</li> <li>• SCE's tribal liaisons meet with all 13 tribes twice annually, discussing available programs &amp; services</li> <li>• Maintained at least two tribal contacts per tribe</li> <li>• Ongoing efforts to identify tribes seeking federal recognition</li> <li>• Updates made to dedicated page on sce.com for tribal outreach, including wildfire safety, EE programs, etc.</li> <li>• Mini-grant Offerings: Upon completion of 3 meetings, the Timbisha Shoshone Tribe has accepted our offer. Efforts to schedule meetings with all tribes is ongoing.</li> <li>• Attended Pechanga Open House Event – 10/13/22</li> </ul>	<ul style="list-style-type: none"> <li>• Success: Ongoing communication with some tribal contacts</li> <li>• Success: Receptive to accepting and distributing program information</li> <li>• Challenge: Identifying non-federally recognized tribes</li> <li>• Challenge: Low response rates</li> <li>• Challenge: mini grant acceptance</li> </ul>

# SCE Tribal Community Landscape



- Southern California Edison has 13 federally-recognized Tribes in its service territory.

Agua Caliente Band of Cahuilla Indians	Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation
Benton Paiute	San Manuel Band of Serrano Mission Indians of the San Manuel Reservation
Bishop Paiute	Soboba Band of Luiseño Indians
Bridgeport Indian Colony	Timbisha Shoshone
Chemehuevi Indian Tribe of the Chemehuevi Reservation	Tule River Indian Tribe of the Tule River Reservation
Colorado River Indian Tribes	Twenty-Nine Palms Band of Mission Indians of California
Morongo Band of Cahuilla Mission Indians	

# Tribal Segment Reporting

Q1 2023: To capture tribal segments and enrollments, SCE will update its enrollment form to include an option for tribal members to self-identify, provide the name of their tribe and to indicate whether they are living inside or outside of a Tribal community.

**Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions  
Southern California Edison  
Through September 2022**

Customer Segments	# of Households Eligible [1]	# of Households Treated [2]	Enrollment Rate = (C/B)	# of Households Contacted [3]	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving and HCS Measure) [4]	Avg. Energy Savings (kWh) Per Treated Households (Energy Saving Measures only)	Avg. Peak Demand Savings (kW) Per Treated Households	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Households (Energy Saving Measures only)	Avg. Cost Per Treated Households
Tribal	8,832	482	5.46%	192	251%		435.4	0.062			\$ 1,192

# Tribal Community Outreach Update



OUTREACH ACTIVITIES (in accordance with D.21-06-015)	SUCCESSSES & CHALLENGES
<ul style="list-style-type: none"><li>• Tribal Relations Manager has contacted all Tribes SDG&amp;E serves to conduct listening sessions.<ul style="list-style-type: none"><li>• To date, has held fifteen (15) meet &amp; greets.</li></ul></li><li>• SDG&amp;E sent an online survey to all tribal contacts and followed up with focus groups mid-year.</li><li>• Mini-grant process has been initiated and offered to the seven (7) tribes with members that potentially qualify for Low-Income programs.<ul style="list-style-type: none"><li>• To date, three (3) tribes have responded.</li></ul></li><li>• Continued partnerships with two Tribal CBOs:<ul style="list-style-type: none"><li>• <b>Southern California Tribal Chairmen’s Association (SCTCA)</b><ul style="list-style-type: none"><li>• Total Outreach Activities YTD: 12</li><li>• Total Reach: 90,794</li></ul></li><li>• <b>Southern California American Indian Resource Center (SCAIR)</b><ul style="list-style-type: none"><li>• Total Outreach Activities YTD: 41</li><li>• Total Reach: 29,619</li></ul></li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Success:</b> SDG&amp;E continues to be proactive in promoting low-income programs to Tribes willing to meet and confer.</li><li>• <b>Success:</b> Through ongoing CBO partnerships, SDG&amp;E staff has been invited to participate in SCAIR and SCTCA outreach events to promote CARE, FERA, ESA.</li><li>• <b>Success:</b> Tribes that SDG&amp;E has met with have had positive feedback regarding SDG&amp;E’s outreach and engagement efforts.</li><li>• <b>Challenge:</b> Engaging non-federally recognized tribes.</li><li>• <b>Challenge:</b> Tribes are overwhelmed with requests and have limited resources, so they don’t always respond.</li><li>• <b>Challenge:</b> Mini-grants require Tribes to complete tax paperwork before payment can be issued.</li></ul>

# SDG&E Tribal Community Landscape



- SDG&E has 17 Federally recognized and 3 non-Federally recognized Tribes in its service territory.
  - Of the 17 Federally recognized Tribes, **16 receive service\*** provided by SDG&E.
    - These 16 tribes have approximately 2,900 meters\*\* that receive electric service from SDG&E.

Federally Recognized Tribes in SDG&E's Service Territory	
<b>Barona Band of Mission Indians</b>	<b>Mesa Grande Band of Mission Indians</b>
<b>Campo Kumeyaay Nation</b>	<b>Pala Band of Mission Indians</b>
<b>Ewiiapaayp Band of Kumeyaay Indians (Cuyapaipe Reservation)</b>	<b>Pauma Band of Luiseno Indians</b>
Inaja & Cosmit Band of Indians	<b>Rincon Band of Luiseno Indians</b>
<b>Jamul Indian Village</b>	<b>San Pasqual Band of Mission Indians</b>
<b>La Jolla Band of Mission Indians</b>	<b>lipay Nation of Santa Ysabel (Santa Ysabel Reservation)</b>
<b>La Posta Band of Mission Indians</b>	<b>Sycuan Band of Kumeyaay Nation</b>
<b>Los Coyotes Band of Mission Indians</b>	<b>Viejas Band of Kumeyaay Indians</b>
<b>Manzanita Band of Kumeyaay Nation</b>	(row intentionally left blank)
Non-Federally Recognized Tribes in SDG&E's Service Territory	
Juaneno Band of Mission Indians	San Luis Rey Band of Mission Indian
Kwaaymii	(row intentionally left blank)

\* Tribal communities in bold are those that receive service from SDG&E.

\*\* SDG&E does not maintain tribal nation boundary data and is reliant on geographic boundary data provided by the San Diego Association of Governments (SANDAG.) Data is based on location of SDG&E transformers and does not reflect actual meters within the geographic boundaries of tribal land. Actual customers may fall inside or outside of those boundaries.

# Tribal Segment Reporting



**Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions**

**San Diego Gas & Electric**

**October 2022**

ESA Main (SF, MH, MF in-unit)

Customer Segments	# of Households Eligible [1]	# of Households Treated [2]	Enrollment Rate = (C/B)	# of Households Contacted [3]	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Households	Avg. Energy Savings (kW) Per Treated Households	Avg. Energy Savings (Therms) Per Treated Households	Avg. Cost Per Treated Households
<b>Demographic</b>									
Tribal	21,716	65	0%	1,119	6%	47.84	0.006	-0.179	\$182

# Tribal Community Outreach Update



## Outreach Activities

The activities are in accordance with D.21-06-015.

- SoCalGas maintains communication with Tribes serviced by SoCalGas.
  - SoCalGas reaches out to all federally-recognized Tribes in its service territory via email, phone and in person at community events.
  - SoCalGas strives to maintain at least two Tribal contacts for each Tribe in its service territory.
- SoCalGas is enhancing its outreach strategy to help navigate and increase engagement within tribal communities.
  - Finalized contract with Tribal Consultant to help roll out outreach strategy and identifying non-federally recognized tribes, and scheduling meetings with Tribes.
  - Meetings regarding grants scheduled in November with four Tribes.
    - California Nations Indian Gaming Association will have a meeting in December locally and have provided an opportunity for SoCalGas to present and offer a longer presentation to the members at a location of their choosing.

## Successes and Challenges

- **Success:** Offers for presentations have been made to Soboba, Santa Rosa, Pechanga and Morongo.
- **Success:** Continue working with Community Based Organizations specific to Tribal communities to assist in providing information on programs to the community and at Tribal events such as Pow Wows including Indigenous Peoples Day in the City of Los Angeles and the Pukúu Cultural Center.
- **Challenge:** SoCalGas provides service to 10 of the 21 tribes in service territory and only 16,689 residential meters of which 93% are on leased land – providing limited opportunities for program participation.

# SoCalGas Tribal Community Landscape

- SoCalGas has 21 federally-recognized Tribes in its service territory.
  - Of the 21 Tribes, **10 have natural gas service\*** provided by SoCalGas.
    - These 10 tribes have a total of 16,689 natural gas meters of which 93% are on leased land – with no certainty that the land occupant is a Tribal member.

<b>Agua Caliente Band of Cahuilla Indians</b>	<b>San Manuel Band of Serrano Mission Indians of the San Manuel Reservation</b>
<b>Augustine Band of Cahuilla Indians</b>	<b>Santa Rosa Band of Cahuilla Indians</b>
<b>Cabazon Band of Mission Indians</b>	<b>Santa Ynez Band of Chumash Mission Indians of the Santa Ynez Reservation</b>
Cahuilla Band of Mission Indians of the Cahuilla Reservation	Serrano Nation of Mission Indians
Chemehuevi Indian Tribe of the Chemehuevi Reservation	<b>Soboba Band of Luiseño Indians</b>
Chumash Tribe of Indians	Tachi Yokut Tribe of Indians
Fort Mojave Indian Tribe	The Juaneño Band of Mission Indians
Los Coyotes Band of Cahuilla and Cupeno Indians	Torres-Martinez Desert Cahuilla Indians
<b>Morongongo Band of Cahuilla Mission Indians</b>	Tule River Indian Tribe of the Tule River Reservation
<b>Pechanga Band of Luiseño Mission Indians of the Pechanga Reservation</b>	<b>Twenty-Nine Palms Band of Mission Indians of California</b>
Ramona Band of Cahuilla Indians	(Intentionally left blank.)

\*Tribe communities written in bold are the 10 that have natural gas service.

# Tribal Segment Reporting

Energy Savings Assistance Program Table - 7 Customer Segments/Needs State by Demographic, Financial, Location, and Health Conditions

Southern California Gas Company  
October 2022

ESA Main (SF, MH, MF in-unit)											
Customer Segments	# of Households Eligible*	# of Households Treated	Enrollment Rate = (C/B)	# of Households Contacted	Rate of Uptake = (C/E)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (kWh) Per Treated Household (Energy Saving Measures Only)	Avg. Peak Demand Energy Savings (kW) Per Treated Household	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving and HCS Measures)	Avg. Energy Savings (Therms) Per Treated Household (Energy Saving Measures Only)	Avg. Cost Per Treated Household
Demographic											
Tribal [6]		47							5.7	5.7	\$ 280

SoCalGas uses geographic boundary information to identify federally recognized tribal areas in conjunction with an augment to the ESA application to allow for customer to self-identify as a member of a tribal community.



# Joint IOUs Unspent Funds for Energy Savings Assistance Program

Low Income Oversight Board Meeting  
December 8, 2022

Sacramento, CA  
WebEx

# PG&E's Unspent ESA Program Funds

Total Remaining ESA Unspent Funds (\$M)	
Unspent Funds through 12/31/2021 [1]	\$71.03
Unspent Funds through 10/31/2022 [2]	\$42.31

1. This is the remaining Unspent Funds amount from 2009-2021 program cycles. Per D.21-06-015, the remaining uncommitted and unspent funds at the end of 2021 must be used to offset 2022 collection, hence PG&E included this information in Advice Letter 6408-E-A for 2022 Annual Electric True-Up - Consolidated Electric Rate Changes Effective January 1, 2022.
2. \$9.8M is committed to off-set Nov-Dec 2022 collection. \$32.5M is committed for PY 2022 activities. Any unspent funds at the end of 2022 that were not allowed to carry forward to 2023 must be used to offset 2023 collection.

# SCE's Unspent Funds for ESA Program

<b>Total Remaining Unspent Funds (\$M)</b>	
<b>Unspent Funds through 12/31/21 [1][2]</b>	<b>\$24.75</b>
2022 Revenue Collected (Jan – Oct)	\$48.98
2022 Expenses from (Jan – Oct)	\$49.11
2022 Accrued Interest (Jan-Oct)	\$0.24
<b>Total Unspent Funds through 10/31/2022</b>	<b>\$24.86</b>

1. This is the remaining Unspent Funds amount from 2009-2021 program cycles through December 31, 2021.
2. Requested and received approval (AL 4702-E-A) to shift \$14.7 in unspent and uncommitted funds to the ESA program to supplement the 2022 budget.

Note: Unspent funds may only be used for ESA program activities.

# SDG&E's Forecasted Unspent Funds for ESA Program



Total Remaining Unspent Funds (\$ in millions) [1]	
Remaining unspent funds as of December 31, 2021 [2]	\$25.68
Unspent & uncommitted funds used to offset 2022 budget revenue requirement [3]	- \$13.60
Revenues collected through YTD October 2022	+ \$8.15
Expenses incurred through YTD October 2022 [4]	- <u>\$12.00</u>
Total remaining unspent funds as of October 31, 2022 [5]	= \$8.23
Total remaining ESA CAM committed funds as of October 31, 2022 [2]	- <u>\$3.41</u>
Total remaining unspent & uncommitted funds as of October 31, 2022 [5]	= \$4.82
1. Unspent funds are only available for ESA activities.	
2. As reported in the 2021 Annual Report, the remaining unspent funds as of December 31, 2021 of \$25.68M includes \$4.33M for ESA CAM (Table 1A). D.19-06-022 directs the IOUs to use unspent and uncommitted ESA CAM for program year 2021. D.21-06-015 directs the IOUs to carry-forward all unspent and uncommitted ESA common area measures funding as of June 30, 2021 into the remainder of program year 2021 and 2022.	
3. D.21-06-015, OP 114, SDG&E is instructed to use unspent and uncommitted funds before requesting new funds. SDG&E estimated to have \$13.60M in unspent and uncommitted LIEEBA and PGLIEEBA funds to offset the 2022 authorized funding in the 2022 Public Purpose Program rates.	
4. Reflects expenses from ESA Tables 1 + 1A, net of manual adjustments.	
5. Does not include YTD interest income recorded in the ESA balancing accounts.	

# Energy Savings Assistance Program

*Unspent/Uncommitted ESA Funds*

## SoCalGas Remaining Unspent Funds



Total Remaining Unspent Funds (\$M)	
<b>Remaining 2009-2016 Unspent Funds [1]</b>	<b>\$125.15</b>
2017-2020 Revenues Collected	\$491.69
2017-2020 Total Expenses [2]	\$394.62
2017-2020 Unspent Funds [1]	\$97.07
<b>Total Remaining Unspent Funds through PY 2020 [1]</b>	<b>\$222.22</b>
2021 Revenues Collected	\$9.12
2021 Total Expenses [2]	\$112.91
<b>Total Remaining Unspent Funds through PY 2021 [1]</b>	<b>\$118.43</b>
2022 Revenues Collected	\$0.00
2022 Total Expenses [3]	\$81.79
<b>Total Remaining Unspent Funds as of 10/31/2022 [1]</b>	<b>\$36.64</b>

Footnotes

[1] Unspent Funds related to Revenues Collected

[2] Total Expenses from Annual and Monthly Reports - Tables 1 and 1A

[3] Total Expenses from October 2022's Monthly Report - Summary Table

Note: Unspent funds can only be used for ESA Program activities or returned to ratepayers

# PSPS Ongoing Activities

Low Income Oversight Board Meeting  
December 8, 2022

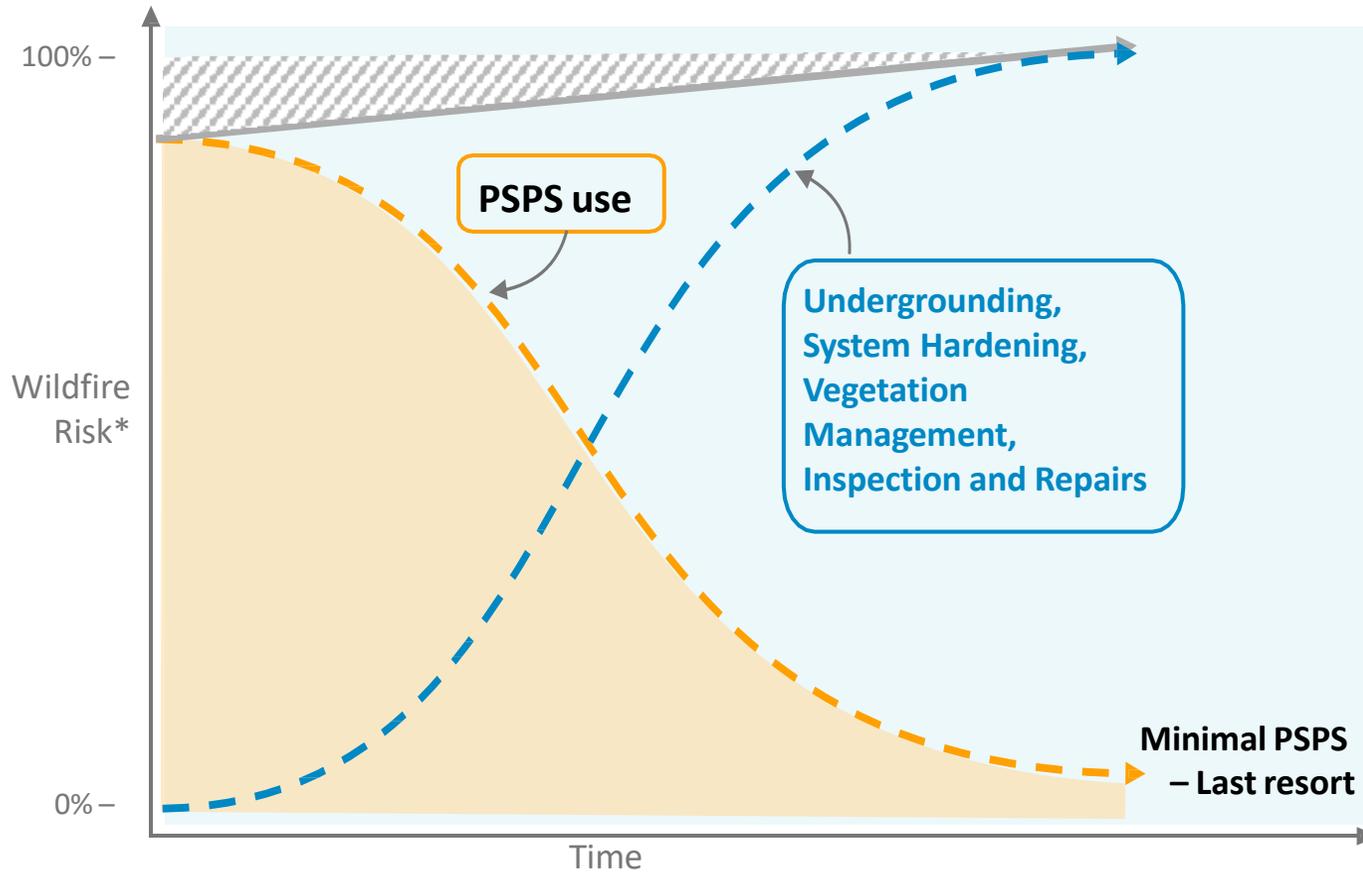
Sacramento, CA  
WebEx





# Improving PSPS

As we work to build the electric system of the future, with efforts like undergrounding and system hardening, PSPS as a measure of last resort will continue to decline.



PSPS impacts have declined significantly through new, advanced technologies and improvements to the electric system infrastructure.

	2019	2020	2021
PSPS Outages	7	6	5
Customers Impacted	2,014,000	653,000	80,400
Damage/Hazards	722	257	442
Average Outage Duration (Hours)	43	35	31
Average Restoration Time (Hours)	17	10	12

Data is approximate

\*Based on applying current PSPS protocols to catastrophic wildfires between 2012 and 2020, resulting in mitigating 96% of the structures impacted.



# Customer Resources and Support – Expanded in 2022

## Backup Power Transfer Meter Program

Helps safely connect generator power to your home during emergency outages.

[pge.com/transfermeter](https://pge.com/transfermeter)

## Portable Battery Program\*

Fully subsidized portable battery solutions.

[pge.com/pspsresources](https://pge.com/pspsresources)

## Generator and Battery Rebate Program\*

Rebates to purchase a qualifying generator or battery.

[pge.com/backupper](https://pge.com/backupper)

## Partnership with 211

24/7 free, confidential support and resources via call or text to 211.

[211.org](https://211.org)

\*For qualifying customers



# Resources To Help Customers Prepare

- **Community Resource Centers:** Providing a safe location to meet basic power needs and access information and essential items during a PSPS. [Pge.com/crc](https://pge.com/crc)
- **Food Resource Partnerships:** Helping customers access food replacement packages and delivering nutritious meals to seniors. [Pge.com/disabilityandaging](https://pge.com/disabilityandaging)
- **Portable Battery Program:** Supporting customers with fully subsidized portable battery solutions. [Pge.com/pspsresources](https://pge.com/pspsresources)
- **211 Partnership:** Delivering 24-7 free confidential support and resources via calls or texts. [211ca.org](https://211ca.org)
- **Kids Emergency Safety Site:** Educating kids in grades K-6 about emergency safety. [Kidsemergency.com](https://kidsemergency.com)
- **California Foundation for Independent Living Centers:** Providing qualifying customers with access to hotel stays, food stipends and more. [Cfilc.org](https://cfilc.org)
- **Generator and Battery Rebate Program:** Offering rebates for eligible customers to purchase a qualifying generator or battery. [Pge.com/backuppower](https://pge.com/backuppower)
- **Safety Action Center:** Sharing tips to help customers prepare for wildfire season, including how to build an emergency kit and plan. [Safetyactioncenter.pge.com](https://safetyactioncenter.pge.com)
- **Wildfire Safety:** Providing information and support for our wildfire prevention efforts. [Pge.com/wildfiresafety](https://pge.com/wildfiresafety)

# 2022 SCE PSPS OVERVIEW



January –  
October

Statistics	Activations	Customer Interruptions	Circuit Interruptions	Customer Minutes of Interruption
2022 Fire Season	4	209	2	~208k

# MITIGATING IMPACTS OF PSPS

## Customer Care Programs

### 2022 COMMUNITY CARE RESOURCES

#### 66 COMMUNITY RESOURCE CENTERS (CRC)

Contracted and available based on potential shutoff locations. Location and hours listed online before shutoffs.

#### 8 COMMUNITY CREW VEHICLES (CCV)

Can be deployed rapidly for remote locations. Location and hours listed online before shutoffs

#### 8 RESILIENCY ZONE SITES

Enables backup power generation at certain essential sites in remote communities



Thanksgiving Day, 2021

#### 9 RESILIENT CRCs

CRCs that have or are in the process of installing a transfer switch and/or have a backup generator

### BACKUP POWER SUPPORT

- Critical Care Battery Back-up (CCBB) program provides a free portable back-up battery and solar panel for charging to eligible customers. Expanded the program in September 2022 to include additional customers. Since program inception, more than 9k batteries have been delivered through the program.
- **\$150 rebate** for portable batteries for customers in HFTDs to power devices and appliances.
- **\$200 rebate** for portable generators for customers in HFTDs
- **\$600 rebate** for portable generators for customers in HFTDs and enrolled in CARE/FERA or Medical Baseline Allowance.
- Statewide Self-Generation Incentive Program (SGIP)

### 2022 ACHIEVEMENTS

- \*New CRC Enhancements, including "leave behind" device charging, privacy screens for medical device use or nursing, and backup manual wheelchair.
- \*New Tribal Mini-Grant Program
- \*Launch of **Access & Functional Needs (AFN) Self-Identification Pilot**
- \*New partnerships with local food banks
- Dedicated **AFN Liaison** on the PSPS Incident Management Team
- Deployed **9,275** free portable backup batteries since program inception (CCBB)
- Provided **1,675** Portable Power Station Rebates
- Provided **883** Portable Generator Rebates

# AFN Expanded Support in 2022



## Data + Automation

Data-driven, leveraging digital factory bots & automation to identify & target customers.



## PSPS Support

Identifying insulin/medicine cooler bags for distribution through community partners in HFTD.



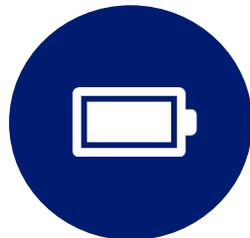
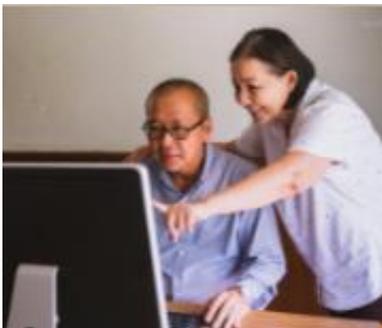
## Accessibility

Launched portal with DeafLink to semi automate process for accessible custom notifications.



## Community Partners

~16 Joint IOU and local resiliency, PSPS support services & wildfire preparedness trainings. New partnerships with Rural Health & Safety Collaborative Groups.



## Generators

No cost Portable Power Station for qualifying individuals of MBL & AFN. Rebates \$300 & \$100 available.



## Marketing + Research

PSPS preparedness & support services direct mail campaign to Multifamily Dwellings and Modular Home Parks in HFTD

# AFN PSPS Support



## Centralized Resource Hub

211 San Diego and 211 Orange County connect customers to resources and direct support from 1,000+ orgs (24/7/365, in 200+ languages)



## Community Resource Centers

Enhanced support including privacy screens, signage, dedicated parking and on-site ASL interpretation



## Tribal Communities

Southern Indian Health Council (SIHC) & Indian Health Council (IHC) partners provide resiliency items, generators and other needs to tribal communities



## Food Support

SD Food Bank & Feeding SD partners provide mobile food pantries at rural, tribal and PSPS sites, with warm food provided as needed



## Transportation

FACT paratransit partnership provides accessible transportation to customers' location of choice



## Hotel Stays

Salvation Army partnership provides no-cost hotel stays



## Wellness Checks

CERTS and YANA provide wellness checks to those who may need support



# PSPS Stats



	2019	2020	2021	2022*
PSPS Events	4	5	1	0
Customers Impacted	33,291	79,761	5,858	0

*\*2022 Current year – results may change*

# Post-Moratorium Extension

## Continued Customer Support



- [socalgas.com/Coronavirus](https://socalgas.com/Coronavirus) continues to be updated, providing customers with a reference hub as new programs and payment plan assistance may become available.
- Disconnections for residential customers are not anticipated until Q2 2023
- Additional updates will be made as needed.



# State of Disconnections and Arrearage Management Plans (AMP)

Low Income Oversight Board Meeting  
December 8, 2022

Sacramento, CA  
WebEx

# PG&E Disconnections Status and AMPs

## Arrearage Management Plan (AMP)

- Number of customers enrolled: 176,060
  - Percentage of eligible households enrolled: 61%
  - Number successfully completed 12-month program launched in Feb. 2021: 10,947
- Total arrearages: \$275M
- Total amount forgiven: \$71M

\*Data as of 9/30/2022

\*\*Updated 11/17/2022

## Disconnections

Number of disconnections, CY 2021 – September 30th 2022: 160\*

Residential credit collection efforts resumed in July 2022

\*Customers were inadvertently disconnected due to a process error. All customers received the required notifications per PG&E's tariffs and majority were reconnected within three hours. Process controls have been added to prevent future error.

\*Data as of 9/30/2022

\*\*Updated 11/17/2022

## AMP Case Management

To support customer success in AMP, PG&E continues to conduct outbound calling campaign to customers with missed payments.

### AMP missed payment outreach (outbound calls)

- 2021 – 111,020 calls completed
- 2022 (YTD)\* – 58,826 calls completed
  - TOTAL: 169,846



### AMP eligible customer outreach (outbound calls)

- 2021 – 49,846 calls completed
- 2022 (YTD)\* – 18,996 calls completed
  - TOTAL: 68,842

### AMP eligible customer outreach (email and direct mail)

- Q3 2022 – 72K customers sent eligible outreach emails
- Q3&Q4 2022 – 80K customers to be sent eligible outreach postcards via direct mail



# SCE Disconnections Status and AMPs

## Arrearage Management Plan (AMP)\*

- Number of customers enrolled: 20,597
  - Percentage of eligible households enrolled: 23%
  - Number successfully completed 12-month program launched in Feb. 2021: 1,730
- Total arrearages: \$30M
- Total amount forgiven: \$22M

\*Updated 11/17/2022

## Disconnections

Number of disconnections, CY 2021 – YTD 2022\*: Zero

Resumption of residential credit collection efforts expected to begin ~Q3 2022.

\*Updated 11/17/2022

## AMP Case Management

To manage customer satisfaction in AMP, SCE has implemented an outbound calling initiative to customers who have gone on the NEM tariff and no longer eligible to participate in AMP in order to provide those customers with other options to assist with their arrearage balances.

SCE has also begun another initiative to reach out to customers who are experiencing delayed billing and provide accommodations where needed.

### AMP NEM outreach (outbound calls)

- 2022 (YTD)\* – 355 calls completed



### AMP Delayed Billing outreach

- 2022 (YTD)\* - 2,893 letters mailed



\*Updated 11/17/2022

# SDG&E Disconnections Status and AMPs



## Arrearage Management Plan (AMP)\*

- Number of customers enrolled: 15,051
  - Percentage of eligible households enrolled: 36%
  - Number of customers successfully completed 12-month program: 3,237
- Total dollars actively enrolled in AMP: \$17.8M
- Total amount forgiven: \$12.2M

\*As of 10/31/2022

## AMP Marketing

### Targeted Communications

- Included AMP messaging in CARE-eligible monthly bill comparison emails & direct mail
- Dedicated AMP email to 1800 CARE customers who were affected by the backlog

### General Outreach

- Continued program education through SDG&E's Energy Solutions Partner Network, comprised of 200+ CBOs.

## Disconnections

Number of disconnections, CY 2021 – YTD 2022\*: Zero

At this time, SDG&E has not resumed residential credit and collection activities and continues to evaluate when normal credit activities will begin.

\*As of 11/30/2022

# SoCalGas Disconnections Status and AMPs



## Arrearage Management Plan (AMP)\*

- Number of customers enrolled: 110,085
  - Percentage of eligible households enrolled: 29.5%
  - Number successfully completed 12-month program launched in Feb. 2021: 25,736
- Total arrearages: \$65.5M
- Total amount forgiven: \$19.9M

\*Data as of 10/31/2022

## Disconnections

Number of disconnections, CY 2021 – YTD 2022\*: Zero

Resumption of residential credit collection efforts expected to begin ~Q2 2023.

\*Updated 11/16/2022, no change from previous quarterly update

## AMP Case Management

To support customer success in AMP, SoCalGas implemented a text and email pilot campaign in June to target customers with missed payments

### AMP missed payment outreach

- Pilot campaign launched to test the effectiveness of digital communications
- Observed an overall increase of 11% in payments received
- The pilot campaign utilized a manual outreach approach, SoCalGas is exploring a more permanent solution since the outcome was successful
- Efforts are underway to implement a text, email, and direct mail notification process

\*Updated 11/16/2022